

# Virtual Gateway Enhancement Announcement

June 2006

# Common Intake 2.2 is now LIVE!!

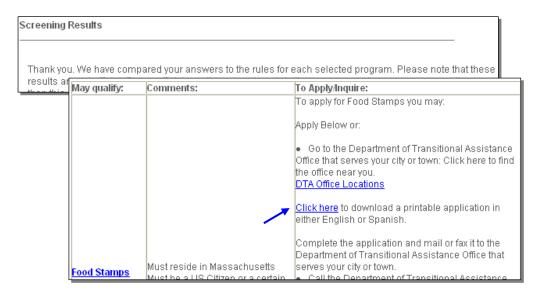
Many suggestions from our users are incorporated into this new release. Thank you for your valuable input, and keep your suggestions coming!

# Screening Tool Changes

The 'serve in the military' help link is updated to directly link to www.mass.gov.



The **Food Stamps screening results** is updated to include a direct link to <a href="www.mass.gov">www.mass.gov</a> allowing you to download a printable Food Stamps application in either English or Spanish.



Changes to Common Intake Applications

### Application Signature Requirement

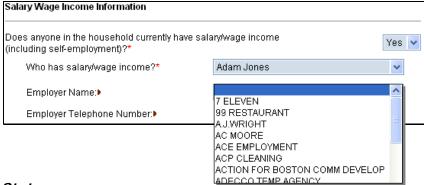
The *Application Signature* page in Common Intake is now required only for MassHealth and Women's Health Network applications.

The *Signature* page check box (on the *Submit* page) now displays only for MassHealth applications. You do not need to print or have the application signed (unless it is a MassHealth or WHN application). Signatures for these applications will be collected by the receiving agency.

This change is especially beneficial to community service providers that meet with clients in other locations such as their home or place of employment.

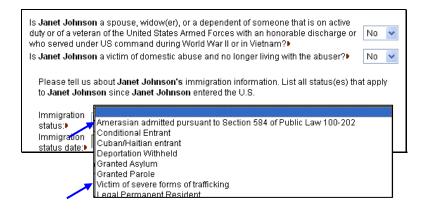
### Common Employer Names

The **Employer Name** field is now a dropdown list that includes the most common Massachusetts employers. This field appears on the *Salary Wage Income Information*, *Absent Parent Employment Income Information*, and the *Other Medical Insurance Information* pages. If the employer is not listed, select Other and complete the 'If other, please specify' question.



### Immigration Status

A **new value** is available from the 'Immigration Status' dropdown on the *Immigration Status Information* page: Victim of severe forms of trafficking. Also, one value in this list now reads: Amerasian admitted pursuant to Section 584 of Public Law 100-2002.



### Other Changes

The **Next Steps** instructions for Women's Health Network applications is updated to include a WHN office address and phone number as well as updated instructions for completing the application process.

We hope **visually impaired users** find it easier to use Common Intake with some of our recent enhancements.

Changes Specific to MassHealth Common Intake Applications

### Permission to Share Information

**Section 2** of the *MassHealth Permission to Share Information* (PSI) form is updated adding clarity to this section.

# Please read carefully: I am giving MassHealth permission to share: Eligibility notices, related eligibility information, and application information with the person or organization listed in Section 3 (this means that you want the person or organization in section 3 to be able to contact MassHealth to get eligibility information, copies of your eligibility notices and application). Please Note: Eligibility notices include information about all members of a household. A separate PSI Form must be submitted and signed by each member of your household who is 18 years of age or older. If we do not get forms signed by each member of your household who is 18 years of age or older, we will not be able to honor your request.

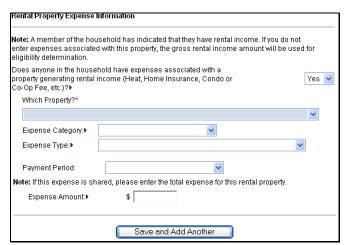
The **date listed** under 'Section 5: End of Permission' on the 'MassHealth Permission to Share Information (PSI) Form' screen is updated to display a date 18 months (versus 12 months) from the date the application is submitted.



Similarly, submitted applications can now be accessed for up to 18 months (versus 12 months) through the Search for Application link on the provider dashboard.

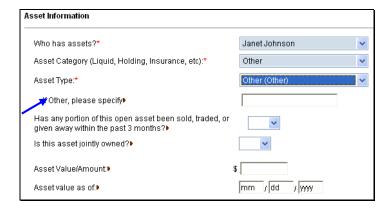
### Community Elder Applications ('traditional' applications)

A new page that captures **rental property expense** information now displays to allow you to specify which property is related to a particular rental property expense. This enables you to build a link between the rental income expense information and a particular rental property. Users are no longer directed to the expense screen to capture this information.



Changes
Specific to
MassHealth
Common
Intake
Applications
(continued)

The **Asset Information** and C**losed/Sold Asset Information** pages now require an 'If Other, please specify' question to be completed if you indicate 'Other' for both Asset Category and Asset Type.



The *Personal Care Attendant* page only displays for US Citizens that meet the MassHealth Community Elder criteria, and only individuals meeting this criteria will appear in the 'Who needs the services of a personal-care-attendant?' dropdown.

Previously, you could select any household member within the 'Who has bills for medical services received in the last 3 months?' dropdown on the *Previous Medical Bills* page. Now, only MassHealth Community Elder individuals will be listed within the 'Who has bills for medical services received in the last 3 months?' dropdown.

Virtual Gateway Help Desk

The Virtual Gateway Help Desk Staff is here to assist you.

800-421-0938 617-988-3301 (TTY) 9 AM to 5 PM, Monday – Friday

